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Washington, D.C. 20231

2151  
**PATENT**  
Attorney Docket No.: 020366-077710US  
Client Ref. No. 1777C

On March 12, 2004

TOWNSEND and TOWNSEND and CREW LLP

By: [Signature]  
Mark T. Davis

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

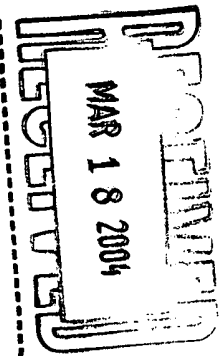
Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST  
MANAGEMENT AND MEASUREMENT

Examiner: Not Yet Assigned

Art Unit: 2151

INFORMATION DISCLOSURE  
STATEMENT UNDER 37 CFR  
§1.97 and §1.98



Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

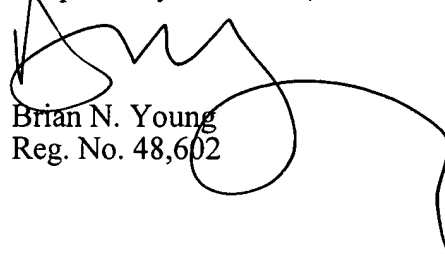
The references cited on attached form PTO/SB/08A are being called to the attention of the Examiner. Copies of the references are enclosed. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no

representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement, since it is being submitted prior to the first Office Action. However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,

  
Brian N. Young  
Reg. No. 48,602

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PTO/SB/08A (08-00)

Approved for use through 10/31/2002. OMB 0651-0031  
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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

### Complete if Known

|                        |                  |
|------------------------|------------------|
| Application Number     | 09/921,275       |
| Filing Date            | August 1, 2001   |
| First Named Inventor   | Richard Cerami   |
| Group Art Unit         | 2151             |
| Examiner Name          | Not Yet Assigned |
| Attorney Docket Number | 020366-077710US  |

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### U.S. PATENT DOCUMENTS

| Examiner Initials * | Cite No. <sup>1</sup> | U.S. Patent Document |                                   | Name of Patentee or Applicant of Cited Document | Date of Publication of Cited Document MM-DD-YYYY | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
|---------------------|-----------------------|----------------------|-----------------------------------|---|--|---|
|                     |                       | Number               | Kind Code <sup>2</sup> (if known) |   |  |   |
|                     | AA                    | 5,999,540            |                                   | McGhee  | 12-07-1999                                       |   |
|                     | AB                    | 6,374,288            | B1                                | Bhagavath et al.                                | 04-16-2002                                       |   |
|                     | AC                    | 6,388,990            | B1                                | Wetzel  | 05-14-2002                                       |   |
|                     | AD                    | 6,463,079            | B2                                | Sundaresan et al.                               | 10-08-2002                                       |   |
|                     | AE                    | 6,480,901            | B1                                | Weber et al.                                    | 11-12-2002                                       |   |
|                     | AF                    | 6,580,727            | B1                                | Yin et al.                                      | 06-17-2003                                       |   |
|                     | AG                    | 6,611,867            | B1                                | Bowman-Amuah                                    | 08-26-2003                                       |   |
|                     | AH                    | 6,631,407            | B1                                | Mukaiyama et al.                                | 10-07-2003                                       |   |

### FOREIGN PATENT DOCUMENTS

| Examiner Initials * | Cite No. <sup>1</sup> | Foreign Patent Document |                     |                                   | Name of Patentee or Applicant of Cited Document | Date of Publication of Cited Document MM-DD-YYYY | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T <sup>6</sup> |
|---------------------|-----------------------|-------------------------|---------------------|-----------------------------------|---|--|---|----------------|
|                     |                       | Office <sup>3</sup>     | Number <sup>4</sup> | Kind Code <sup>5</sup> (if known) |   |  |   |                |
|                     | AI                    | EP                      | 1009154             | A2                                |   | 06-14-2000                                       |   |                |

Examiner  
Signature

Date  
Considered

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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